

Taking Care of You

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**Northeastern
University**

NU's Programs and Resources – Available Right Now

- Mental Health Resources – ‘Taking Care of You’
 - Care.com
 - Blue Cross Blue Shield
 - EAP Program
 - Other NU Resources
- Enhanced Paid Leave Program
- COVID Relief Bill – Flexible Spending Accounts

Taking Care of You

Your guide to Northeastern resources available to you right now.

COVID-19 has added a layer of complexity to life and work that can be a struggle. If you or a member of your family needs a little extra support, we've got resources to help your mind and spirit. Whether it's sharing your worries with a licensed clinician in a moment of stress, accessing help with an elderly parent, or connecting with health and wellness experts to help your new year start right, we have you covered.



When you need help at home—Care.com

Make life work easier for you. With Care.com [Expert Assistance](#) you can connect with someone to help you find the right resource for you. To get started visit Northeastern's [Care.com portal](#).



BetterHelp online counseling made easy

Wherever you are, BetterHelp is there for you, with telehealth counseling via email, text, or video chat. Just visit [BetterHelp.com/newdirections](#) to complete the registration and locate a therapist online. Just download the app and get started using Company Code: Northeastern University.

HELPING YOU HELP YOURSELF

Check out [Learn to Live](#) for online, self-directed programs, tools, and resources created through cognitive behavioral therapy. Enrollees of Blue Cross Blue Shield (BCBS) can simply sign into MyBlue, then click [Online Mental Health](#) under [My Plan and Claims](#).

Dear Colleagues,

None of us have remained untouched by the challenges of the COVID-19 pandemic. It has stretched us in many ways, perhaps most especially from a mental health perspective. Weighed down with worry, we are each managing the challenging complexities of daily life and personal loss.

It's important that we take care of ourselves and reach out for support when we need it. This guide is designed to offer a number of resources and tools available to you and your family as we move forward through this uncertain time. I sincerely hope that if you are struggling, you take advantage of the resources you are eligible for as a member of the Northeastern family.

Sincerely,

Michele Aguiar



Care.com Benefits:

- **Expert Assistance – new!**
 - Work with a **Care Specialist** to find the right caregiver for your family
 - Share your requirements, post a job, and review applicants
 - Request a Background Check before hiring – at no cost to you.
- **Use Expert Assistance to help you find:**
 - Nannies and babysitters
 - Tutors and distance learning facilitators
 - Pet sitters and groomers
 - Housekeepers
 - Special needs caregivers
- **Back-Up Care Services:**
 - Northeastern subsidized back-up care services – for unexpected needs
 - Up to 25 days per year



When you need help at home—Care.com

Make life work easier for you. With Care.com [Expert Assistance](#) you can connect with someone to help you find the right resource for you. To get started visit Northeastern's [Care.com portal](#).

Mental & Behavioral Health Support – locating BCBS providers:

Participating BCBS members have access to mental and behavioral health care along a range of options to meet your needs:

- You can use the ‘**Find a Doctor**’ tool to find licensed therapists, counselors, psychiatrists, special facilities and other resources.
- **Sign-in to MyBlue** before starting your search to be sure your care is covered.

Call Team Blue at [1-888-389-7764](tel:1-888-389-7764).
Discover options, answers, and understanding



<p>We can assist with conditions like these</p>	<ul style="list-style-type: none"> • Attention deficit hyperactivity disorder (ADHD) • Depressive and mood disorders • Autism spectrum disorder • Substance use conditions and others. <p>Check your benefits to learn more.</p>
<p>Your coverage might include care options like these</p>	<ul style="list-style-type: none"> • Psychotherapy • Marriage and family counseling • Medication management • Residential treatment programs • Mobile crisis intervention • Multiple levels of care, including inpatient treatment programs
<p>Wellness offerings</p>	<p>The self-care and mind/body benefits in your plan might surprise you. Discover discounts and offerings for:</p> <ul style="list-style-type: none"> • Fitness and weight-loss incentives • Yoga • Pilates • Massage therapy • Acupuncture <p>And much more.</p>

Mental & Behavioral Health Support – other services for BCBS members



WELLNESS OFFERINGS TO BOOST WELL-BEING

Discover self-care and mind/body rewards and benefits to help you re-center, find calm, and feel less overwhelmed, including:

- Fitness and weight-loss incentives
- Yoga
- Pilates
- Massage therapy
- Acupuncture

And much more.

EXPLORE MY OPTIONS

YOUR ONLINE MENTAL HEALTH TOOL IS HERE

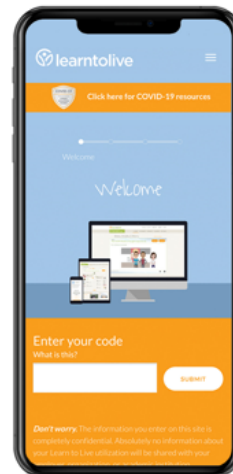
It's confidential. Self-guided. No-cost. Available 24/7.

It's a judgment-free way to assess and explore your feelings, thoughts, emotions and mind. Designed by the behavioral health specialists from Learn to Live*, an independent partner company, the tool can be used as often as you like — with programs to support:

- Social anxiety
- Depression
- Stress, anxiety, and worry
- Insomnia
- Substance use

Take the 7-Minute Assessment to get started: [sign in to MyBlue](#), or [create an account](#), then click Online Mental Health Tool under My Plan & Claims.

*Don't see Online Mental Health Tool? Many plans include this tool, but some, like our Medicare plans, do not. Unsure? Call Team Blue at 1-888-389-7764.



TEAM BLUE: GET THE HELP YOU NEED

Struggling to find a therapist or understand your benefits? Team Blue's highly trained experts are standing by to help.

CALL 1-888-389-7764

Mental & Behavioral Health Support – getting the support you need, **online**

- **Learn to Live - BCBS:**
 - Online, mental health tool
 - Self-directed programs tools and resources created through cognitive behavioral therapy.
 - Confidential
 - No cost
 - Can help manage: stress, anxiety, depression, insomnia
- **New Directions (EAP Program):**
 - Assistance and counseling service
 - Private online programs and counselors
 - Confidential
 - Can help manage: stress, anxiety, depression – financial worry, workplace stress
- **Better Health online counseling:**
 - Telehealth counseling via email, text or video chat
 - Locate a therapist online
 - Part of **New Directions** (EAP)

You have two ways to access online programs:

Program Option	Learn to Live SM , Our Online Mental Health Tool	New Directions, Our Assistance and Counseling Program
What it is	Your plan may include access to this judgment-free way to assess and explore your feelings, thoughts, emotions, and mind. Designed by the mental health specialists from Learn to Live, an independent partner company, this tool can be used as often as you like.	All members may now access private online programs and counselors to help manage stress, anxiety, depression, and other conditions, through our partnership with New Directions.
Why members like it	Many people have discovered that this platform can help them manage things like stress, anxiety, depression, and insomnia at their own pace. This program is: <ul style="list-style-type: none"> • Confidential • Self-guided • No-cost • Available 24/7 	Many members find these kinds of programs helpful for working through challenging moments in life, like financial worry or workplace stress. <ul style="list-style-type: none"> • Confidential • Self-guided • Short-term
How to get started	<ol style="list-style-type: none"> 1. Sign in to MyBlue, or create account 2. Click on "My Plan & Claims" 3. Select "Online Mental Health Tool" 4. Then, take the 7-minute assessment to get started. <p>* Don't see Online Mental Health Tool? Many plans include this tool, but some, like our Medicare plans, do not. Not sure? Call Team Blue at 1-888-389-7764.</p>	It's easy. Get started here.

Everyone needs help now and then.

If you need support, please reach out directly to:

New Directions: 800-624-5544 | Blue Cross Blue Shield: 800-348-7921 | Care.com: 855-781-1303



Taking Care of You – even more support for BCBS members...

Holistic Health @ 30% savings – BCBS Members:

REWARDING YOU FOR GOOD HABITS. IT JUST FEELS RIGHT.

Discover healthy savings up to 30% on wellness offerings for mind and body, including:



Acupuncture

Helpful for chronic pain and stress relief.



Yoga, Pilates, tai chi, and more

The payoff: less stress, more balance.



Nutrition counseling and personal training

Eat better and exercise with confidence.



Massage therapy

For hands-on relief of muscle or joint pain.



Mind/body techniques

Hypnosis, Chinese herbal therapy and reiki.

Telemedicine with Well Connection – BCBS Members:



Telehealth at your fingertips

If you're on Northeastern's health plan, then you have access to telemedicine via Blue Cross Blue Shield's partner **Well Connection**. With it, you can connect via phone or video chat, with licensed therapists, psychiatrists, or medical doctors during business hours. Just download the Well Connection app or go to [wellconnection.com](https://www.wellconnection.com) to get started.

COVID Relief Bill – Relief for Flexible Spending Accounts

- The COVID Relief Bill provides welcome relief for **Flexible Spending Accounts**
- The temporary rule changes apply to both the Dependent Care Assistance plans and Health Care Flexible Spending Accounts
- The changes enable you to benefit more from your 2020 Reimbursement Accounts as well as reconsider your enrollment elections for 2021

What Is Changing:

- **Plan Year 2020**
 - Grace Period Dates will be added and extended
 - Participants have the opportunity to spend down any unused 2020 balances
 - Maximum age of eligible dependents increased from 13 to age 14
- **Plan Year 2021**
 - One-time mid-year enrollment period offered for 2021 Plan Year election changes
 - Offered to all benefit eligible employees – Feb. 8-19

Temporary Rule Changes – Health Care Reimbursement Account

	Current Rules	NEW Temporary Rules
Grace Period	<p>Grace Period is 2 ½ months after the last day of the Plan Year:</p> <ul style="list-style-type: none">• March 15 to incur claims• March 31 to submit claims	<p>Grace Period will be extended for plan year 2020</p> <ul style="list-style-type: none">• August 15, 2021 to incur claims• August 31, 2021 to submit claims
Spend Down Provision	<p>No spend down provision</p> <p>Claims incurred up to date of termination from the Plan must be submitted by March 31</p>	<p>Spend down provision added</p> <ul style="list-style-type: none">• If you stopped participation in 2020 due to a qualifying event AND have funds remaining in your 2020 account, you can submit claims incurred in 2020 AFTER the effective date of your election to stop participation

Temporary Rule Changes – Dependent Care Reimbursement Account

	Current Rules	NEW Temporary Rules
Grace Period	<p>No Grace Period</p> <p>Claims incurred through 12/31 must be submitted by March 31</p>	<p>Grace Period is now allowed for Dependent Care plans</p> <ul style="list-style-type: none"> • August 15, 2021 to incur claims • August 31, 2021 to submit claims
Spend Down Provision	<p>No Spend down provision</p> <p>Claims incurred up to date of termination from the Plan must be submitted by March 31</p>	<p>Spend down provision added</p> <ul style="list-style-type: none"> • If you stopped contributions in 2020 due to a qualifying event AND still have funds remaining in your 2020 account, you can submit claims incurred in 2020 AFTER the effective date of your election to stop participation
Maximum Age of Eligible Dependents	<p>Maximum Age of Eligible Dependents is 13</p> <ul style="list-style-type: none"> • Claims incurred for dependents up to the age of 13 may be submitted for reimbursement 	<p>Increasing the Maximum Age of Eligible Dependents</p> <ul style="list-style-type: none"> • Permit reimbursement of dependent care expenses for children who attain age 14 (rather than age 13) for the 2020 plan year • Expenses incurred for a dependent who turned 14 in 2020, can be submitted for reimbursement if funds are available in your account

NU's Enhanced Paid Leave Program – effective Jan. 1, 2020

- Northeastern introduced an enhanced **Paid Leave Program (PLP)**, which took effect **January 1, 2021**.
- While the changes were prompted by Massachusetts Paid Family and Medical Leave (PFML) law, the university has taken this opportunity to evaluate the needs of the domestic university community and develop a **holistic, consistent policy for all full- and part-time and temporary employees**. Students on work-study and other casually employed students are not eligible.

Leave type	Employee	Pre-2021 design	New! Enhanced PLP January 2021
Medical Employee's own condition	Benefits-eligible	60% pay up to 26 weeks Sick and vacation time can be used to supplement Paid parental leave (birth recovery): 100% for 4 weeks	100% pay up to 26 weeks
	Non-benefits-eligible	Family sick time (mirrors 40-hour MA requirement) No paid leave/disability benefit	80% pay up to 20 weeks
Family Bonding with new child, caring for sick family member, military-related	Benefits-eligible	Paid parental leave (bonding): 100% for 4 weeks + 50% for 4 weeks Care/other: no paid leave benefit (up to 40 hours sick time can be used)	100% pay up to 8 weeks + 80% pay up to 4 weeks
	Non-benefits-eligible	No paid leave benefit (up to 40 hours sick time can be used)	80% pay up to 12 weeks